

SPECIFICATION AMENDMENTS

Please replace the paragraph beginning on page 1, line 21 with the following amended paragraph:

The co-pending, co-owned and co-filed United States Patent Application, Serial No. [[(NUASI00103)]]10/633,250, filed [[]]July 31, 2003, and entitled "AUTOMATIC MANAGEMENT OF THE VISUAL SPACE WHILE PERFORMING A TASK" is also hereby incorporated by reference in its entirety.

Please replace the paragraph beginning on page 1, line 25 with the following amended paragraph:

The co-pending, co-owned and co-filed United States Patent Application, Serial No. [[(NUASI00106)]]10/633,018, filed [[]]July 31, 2003, and entitled "ESCALATED HANDLING OF NON-REALTIME COMMUNICATIONS" is also hereby incorporated by reference in its entirety.

Please replace the paragraph beginning on page 1, line 28 with the following amended paragraph:

The co-pending, co-owned and co-filed United States Patent Application, Serial No. [[(NUASI00108)]]10/632,617, filed [[]]July 31, 2003, and entitled "GRAPHICAL CONTROL FOR SIMULTANEOUSLY EDITING AN ARRAY OF VALUES THAT SUM TO A FIXED VALUE" is also hereby incorporated by reference in its entirety.

Please replace the paragraph beginning on page 6, line 25 with the following amended paragraph:

Figure 1 depicts a graphical representation of an exemplary Contact Center 100 architecture for routing voice contacts implementing the preferred embodiment of the present invention. The details concerning this Contact Center 100 architecture are disclosed in a co-owned and co-pending U.S. patent application, Ser. No. [[(NUASI00101)]]10/632,615, entitled CONTACT CENTER ARCHITECTURE. The U.S. patent application Ser. No. [[(NUASI00101)]]10/632,615, entitled CONTACT CENTER ARCHITECTURE is also incorporated by reference in its entirety. Of course, it will be readily apparent to one skilled in the art that in alternative embodiments of the present invention disclosed in the following

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specification can and will be utilized in VoIP networks other than the Contact Center 100 incorporated by reference above.